GOVERNMENT OF INDIA
ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:928
ANSWERED ON:08.02.2017
Call Centres
Jardosh Smt. Darshana Vikram

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

Will the Minister of Electronics & Information Technology be pleased to state: -
(a) the number of Call Centres functioning round the clock;
(b) whether there are any guidelines or rules for the functioning of these call centres; and
(c) if so, the details thereof and if not whether the Government is considering to issue any guidelines in this regard?

Answer

(a) to (c): As per Department of Telecommunications (DoT), Telecom Enforcement Resource and Monitoring (TERM) Cells register the Other Service Providers (OSPs) throughout the country in their respective jurisdiction which includes call centres also. Separate data of call centres is not maintained by TERM Cells. The OSP means a company providing Application Services like call centre, tele-banking, tele-medicine, tele-education, tele-trading, e-commerce, network operation centre and other IT Enabled Services, by using Telecom Resources provided by Authorised Telecom Service Providers. The revised Terms and Conditions for the registration of the OSP were issued vide No.18- 2/2008-CS-I Dated: 5th August, 2008. These terms and conditions and their amendments are available on DoT website at the link http://dot.gov.in/relatedlinks/registration-under-other-service-providers-osp-category.
In Telecom sector, country is divided into 22 License Service Area (LSA) which generally are co-terminus with States, and each LSA has a TERM Cell. As on 31.12.2016, total 10,152 OSPs were registered with various LSA (details are at Annexure-I).

As per Department of Telecommunications (DoT), the salient features of guidelines for OSP (includes call centres) are at Annexure-II.
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Annexure-I

Registered OSP Data as on 31-12-2016
S.No. Licensed Service Area (LSA) Total Registered OSP as on 31.12.2016 Area of Jurisdiction
1 Andhra Pradesh 1133 Andhra Pradesh, Telangana
2 Assam 28 Assam
3 Bihar 26 Bihar, Jharkhand
4 Delhi 2094 Delhi including Ghaziabad, NOIDA, Faridabad and Gurgaon
5 Gujarat 418 Gujarat including UT of Daman & Diu and UT of Dadra & Nagar Haveli
6 Haryana 7 Haryana excluding Faridabad & Gurgaon
7 Himachal Pradesh 14 Himachal Pradesh
8 J&K 19 J&K
9 Karnataka 1387 Karnataka
10 Kerala 205 Kerala and UT of Lakshdweep
11 Kolkata 816 Kolkata
12 Madhya Pradesh 128 Madhya Pradesh and Chhattisgarh
13 Maharashtra 825 Maharashtra excluding Mumbai
14 Mumbai 1304 Mumbai
15 North East 8 Meghalaya, Tripura, Mizoram, Arunachal Pradesh, Nagaland, Manipur
16 Odisha 37 Odisha
17 Punjab 338 Punjab and UT of Chandigarh
18 Rajasthan 123 Rajasthan
19 Tamilnadu 1061 Tamilnadu and UT of Puducherry
20 Uttar Pradesh (East) 90 UP(E)
21 Uttar Pradesh (West) 65 UP(W) (excluding Ghaziabad and Noida city) + Uttarakhand
22 West Bengal 26 West Bengal (excluding Kolkata) + Sikkim + UT of Andaman & Nicobar
Total 10152
Annexure-II
Salient features of guidelines for OSP (includes call centres)

1) Registration may be granted to any company to provide Application Services. These service providers will not infringe on the jurisdiction of other Authorised Telecom Service Providers and they will not provide switched telephony.
2) Limited Liability Partnership (LLP) Firms registered under LLP Act, 2008 have been included in the current OSP registration Policy for registration under OSP category.
3) Companies registered under Indian Companies Act-2013, as amended from time to time, are also entitled for registration under OSP category, in addition to the companies registered under Indian Companies Act-1956.
4) A Company may apply for registration to the Telecom Enforcement and Resource Monitoring (TERM) Cell of DoT in the prescribed proforma.

5) The registration is location specific, so a company may have more than one registration. Any change in the location of OSP Centre shall require amendment in the original registration.
6) A processing fee of Rs. 1000/- is payable along with the application for registration in the form of a demand draft from a scheduled bank in favour of the concerned Accounts Officer of registering authority.
7) The validity of the registration shall be 20 years from the date of issue, unless otherwise mentioned in the registration letter.
8) The validity of the registration may be extended, if deemed expedient, the period of registration by 10 years at one time, upon request of the OSP, if made during the 19th year of the registration period on the terms mutually agreed. The decision of the Authority shall be final in regard to the grant of extension.
9) The list of documents required for OSP registration is given below:
(A) Mandatory Documents:

S. No.	Documents required to be submitted in case of Company	Documents required to be submitted in case of LLP
1	Certificate of Incorporation issued by Registrar of Companies	Certificate of Incorporation issued by Registration Authority of LLPs
2	Memorandum and Article of Association	Copy of Agreement among all the partners of LLP
3	Board Resolution or Power of Attorney authorising the authorized signatory with attested signature	Resolution passed by designated partners or all the partners authorizing the authorized signatory with attested signature or as per provisions of LLP agreement / LLP Act
4	A note on the nature of business / activities of the proposed OSP	A note on the nature of business / activities of the proposed OSP

(B) Documents required to be submitted, if actual information is different from mandatory documents:

S. No.	Documents required to be submitted in case of Company	Documents required to be submitted in case of LLP
1	List of present Directors of the company	List of present Designated partners and all the partners of the LLP
2	Present shareholding pattern of the company indicating equity details (Indian equity and Foreign equity)	Present shareholding pattern of the LLP indicating equity/ contribution details of all the partners (Indian equity and Foreign equity)

(C) (i) All the documents must be certified with seal by either company secretary or one of the Directors of the company or statutory auditors or public notary in case of company.
(ii) All the documents must be certified with seal by either designated partners or all the partners or statutory auditors or public notary in case of LLP.
(iii) The LLP Firm shall intimate to the Department within 30 days, if there is any change in the designated partners, authorised signatory, and/or Agreement of LLP.
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